

- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 Dennis.A.Selznick@sprint.com <u>After Hours:</u> getdennis@gmail.com (pager) 913-231-1386 (cell) (608) 441-8800 Pam.Frazier@captelmail.com
	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	<u>After Hours:</u> 608-516-7517 (cell) 608-832-6233 (home) (608) 441-8800 Jayne.Turner@ultratec.com
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	<u>After Hours:</u> 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

DISASTER RECOVERY FOLLOW-UP

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

DISASTER RECOVERY POST-MORTEM DOCUMENTATION

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

TIME FRAMES FOR SERVICE RESTORATION

☐ Complete loss of service due to equipment

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- ❑ Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).
- ❑ Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:
 - Two hours at first level,
 - Four hours at second level
 - Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

- ❑ Partial loss of service – Due to Equipment
 - Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
 - Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- ❑ Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.
- ❑ Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:
 - Eight hours at first level
 - Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble
- Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com
	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

Appendix F:
Complaint Logs
2008 - 2012

Complaint Tracking for MO (06/01/2007-05/31/2008). Total Customer Contacts: 32

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/28/08	Voice Carry Over customer's customer database notes not showing to relay operators. Apologized for the problem and opened Trouble Ticket was created. Follow up not required on this issue.	05/28/08	Updated and verified ani.dat file for the customer on call controllers. Customer did not requested follow ups.
2	05/13/08	Western Union call center in Missouri and throughout the nation dials to the National Relay number. Instead of reaching a voice answer, their representatives reach TTY tones. Ticket was opened. Follow up requested.	05/13/08	This appears to have been an issue with the branding of the number. The ani.dat file showed the customer's phone number is branded ASCII High 2400 answer type and English for language. The ani.dat file has been updated to show the customer to be branded as voice and a test call was made to confirm this. The Relay Program Manager spoke to the customer and stated that the problem has been resolved and she is very satisfied with the resolution as well as well as 'excellent' customer service. All is well.
3	05/09/08	TTY customer shows clear on her screen but garbled on the agents end so unable to place call. Calls happened today, 2:55 PM to 3:31 PM. Apologized, assigned Trouble Ticket. No follow-up requested.	05/09/08	It was garbling issue using Nextalk VM Software and that the customer representative tried to gather more reports from the customer and tried to contact the customer but the customer has not responded. The Customer Service Representative have not been able to find a way to duplicate the issue and there have been no further reports from the customer at this time. The customer did not request follow-up.
4	05/09/08	Customer unable to place call via relay from a TF #. Apologized, Trouble Ticket was created. No follow-up requested.	05/09/08	The customer was not able to place a relay call because 800 number calls are not valid for outbound calls - a valid ten digit number needs to be provided by the customer for outbound call to complete. This issue has been referred to the trainer and the customer did not request follow-up.
5	05/14/08	Customer experienced problem with setting up the CapTel.	05/14/08	Advised customer of the importance of using an in-line filter when connecting the CapTel phone to a DSL line.
6	05/13/08	Customer had problem regarding the dialing prefix in the CapTel.	05/13/08	Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.

7	03/15/08	Communication Assistant was like zombie! The customer was not sure of the agent relay message or if voice was speaking or not.	3/15/2008	The customer was not pleased with the agent's voice. So, the customer gave the agent's ID number but the customer may have given wrong date and it was confirmed that the agent didn't work on the date that the customer made complaint about. However, the team leader trained the agent on appropriate voice expression just in case.
8	02/27/08	Relay Customer Service placed a call to the Voice Carry Over customer via this agent and was unable to speak to the agent due to a very loud noise that came on the line. The call took place at approximately 11:30 a.m. CT. No follow up requested.	2/27/2008	The customer was a new VCO (Voice Carry Over) user and the Customer Service was assisting him to try test calling him and when the Customer Service called the customer via Relay, the agent dialed and the customer said, "Hello" and the relay agent said, "One moment, please." and there was a long pause, then a very loud noise on the line. The Customer Service was never able to speak with the VCO customer or the agent since they (meaning VCO user and agent) hung up. Then the Customer Service hung up. The Supervisor spoke to the agent to see what happened with the call and agent stated loud noise and hung up. Then Customer Service representative tried again and different agent connected with the VCO user and experienced no issues. There were no ideas where the loud noise came from. It was perceived that it may be from the customer's equipment or from an environmental background.
9	01/30/08	Captions Lag too far behind voice	2/8/2008	Investigated incidence reported. Shared finding with customer and reported calls in question to Call Center management for follow up with the captionists involved. Captionists' supervisor will monitor Communication Agent for smooth transcription. Transcription speed on these calls well exceeds FCC requirements. Work will be done to minimize the seconds of delay the CapTel user experiences between the voice and captions.
10	12/17/07	MO TTY user wondered why they can't use 711 from home. Customer is able to dial the toll free number but gets recording "number is not in service," when calling via 711. Apologized, explained I would let the technicians know the issue. Submitted Trouble Ticket. Customer wants contact with resolution from Program Manager.	12/17/2007	Relay Program Manager contacted the customer three times (on Wed., Thurs., and today). No answers. However, the Communication Assistant department stated that the customer (or Relay Program Manager if necessary) will have to contact Line Exchange Carrier Communication Assistant to verify 711 translation in switch. Relay Program Manager wrote a letter to the customer and explained the situation and that Relay Program Manager will be happy to assist in that matter.
11	11/08/07	A Voice Carry Over user said agent did not follow data base notes to verify the number before dialing. Advised customer that team leader would let the appropriate parties know and apologized for any inconvenience. No follow-up requested.	11/12/2007	The agent number identified by the customer is not assigned to any employee. While specific agent coaching is not possible, we will communicate the importance of following customer instructions.

12	10/20/07	Operator typed recording to Voice Carry Over user and then operator hung up on her.	10/20/2007	Calls were dropping from computers all day. Agent said she did not hang up on customer, call just got disconnected. Multiple Trouble Tickets done for the problem. It was related to the platform issue and the platform now has been updated. Also, Non agent error.
13	10/19/07	Customer stated the Communication Agent hung up on her on 10/19 at approximately 8:20 CST. The customer has a printer on her TTY and provided the sequence of the conversation. The caller reached the pharmacy and the Communication Agent typed "Pharmacy (F) (Recording) (Holding . . . , . SKSK). The customer explained that she was surprised that no information was given and that the Communication Agent abruptly ended the call. Apologized. Supervisor will be notified No follow up. Customer trusts it will be taken care of	10/19/2007	Team Leader spoke with this agent and the agent stated that she did not disconnect the call, the call just disconnected for no reason. This center had been having difficulty with calls dropping the entire day. This is considered a technical issue and non agent error. Also, this was related to the platform issue and the platform has now been updated.
14	10/18/07	MO TTY customer using mini-com is experiencing garbling. The garbling is on the relay operator's side of the conversation. While speaking to customer service, customer service also received garbling from the customer. Customer Service apologized to the customer, turned in Trouble Ticket. Customer would like follow up from the Program Manager.	10/18/2007	Resolution confirmed that it was related to the platform (with the Phoenix issues). The Priority of this Service Call was set back to a Priority 3 to match the Service Level established for this service. Relay Program Manager attempted to contact the customer 3 times. No answers and no answering machine as well. Case is now closed.
15	10/10/07	MO TTY user complained that she was unable to make her long distance calls through relay with ATT.	10/10/2007	The Customer Service Representative apologized, verified we have ATT loaded as her carrier for long distance with relay. Encouraged customer to contact ATT for assistance, and let her know Sprint Relay is working to obtain correct information from ATT. Customer will be in contact with program manager. No contact information or ticket numbers. Relay Program Manager is unable to contact the customer Case is closed.
16	10/04/07	Customer contacted the CapTel Customer Service regarding billing/carrier of choice.	10/04/07	Customer was being billed for long distances by Sprint, which was not the correct long distance provider of the customer's. Customer's telephone provider has been registered and updated regarding the Carrier of Choice.
17	10/02/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	10/2/2007	Customer's office is unique in that a 1 is not required to dial out long distance calls. Technical Support made adjustment so CapTel user can successfully make outgoing captioned call. This resolved the customer's experience.
18	10/01/07	The hearing person contacted the CapTel Customer Service because the hearing customer had trouble contacting the CapTel user.	10/1/2007	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

19	09/28/07	Customer had difficulties retrieving captions in the CapTel to get messages from the answering machine.	9/28/2007	Customer shared feedback regarding accuracy of captions for external answering machine. Customer thought it was a technical issue within the CapTel phone and contacted the Customer Service. Customer Service Representative apologized for incidence and thanked customer for the feedback. Confirmed muffled sound quality with answering machine by placing a test call. Customer Service suggested tips to enhance sound quality. Suggested customer continue to document any calls that show difficulty with date, time, and Communication Assistant ID #. Customer was appreciative.
20	09/25/07	CapTel customer contacted the CapTel Customer Service regarding the Carrier of Choice. Customer received a bill from the default relay carrier, thus prompting them to register their own carrier.	09/25/07	Discussed needs to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly.
21	09/24/07	On 9/24/07 at 11:15 a.m. CST - Customer placing important call to her son. Told agent she wanted to leave a message if answering machine picked up. Agent did not let her know if her message had been left and got no response from agent. Wants to be kept informed of the call's progress. Apologized to the customer and assured her that this would be forwarded to the agent's supervisor.	9/24/2007	Operator did not remember this call, but was coached on the importance of following customers' instructions and contacting the supervisor if there are any technical problems.
22	09/07/07	Captions Lag too far behind voice	9/19/2007	CapTel user expressed concern that some of her calls have a lag time in the captions behind the voice. Customer service apologized for this incidence and promised to research this further and report findings to the customer as well as the Call Center for further investigation. Explained to customer in detail how captions are generated, how customer can speak to the other party at any time even when captions are being received. Shared some consumer education tips such as using the signal meter to know when the voice is done talking. Customer expressed appreciation for this detail and the follow up taken.
23	09/05/07	Customer reports wrong information was left on her answering machine on 9/5/07, between 1:30-2:30 PM. The Voice Carry Over customer read from her printer. Three times the macro saying MO Relay CA XXXX with a call. It wasn't a live call because the Voice Carry Over customer wasn't in her apartment at the time, her answering machine picked up. No message was left, only the Communication Assistant's identifier. Apologized. No follow up.	9/5/2007	Agent was not able to recall but suggested this: Voice person had the agent called back 3 times and each time after hearing tones, agent sent the macro MO Relay CA xxxx with a call. Because the answering machine did not come on the agent's screen but tones were heard may have been trying to connect because the agent thought a person answered but was unable to get connected.

24	08/22/07	MO Voice Carry Over (Voice Carry Over) user complains she has to wait over a minute when calling relay and people have trouble reaching her on 711. Customer does want contact via relay.	8/22/2007	Apologized, performed successful test call, encouraged her to use the dedicated Voice Carry Over # to make her calls and provided the toll free MO Voice # to give her callers to reach her. Branded for Voice Carry Over, offered to establish customer profile and also sending her further information on Customer Database. Relay Program Manager called her twice yesterday and once today. No answers. Relay Program Manager sent her a letter explaining that her phone number has been branded as Voice Carry Over and contact Customer Service if any continuous problems.
25	07/18/07	Accuracy of captions	7/18/2007	Customer shared feedback of a random word during the call. It was an agent error. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that we would appreciate documentation of the date, time, and Communication Assistant ID# should the customer desire us to follow up. Explained and educated the customer of the captioning process and customer was satisfied.
26	07/16/07	Sound Quality - Static	7/16/2007	It was a technical issue and the customer may have experienced technical problem inside the CapTel phone. Customer Service Representative advised customer to send the phone in for repair at the National Service Center.
27	07/09/07	TTY customer complained that this agent hung up on her.	7/9/2007	Spoke with agent and learned that the call came in as ASCII and cycled through, then answered it as voice but no response, cycled back through again as TTY but no answer. After three attempts, the agent did not see anything on screen and disconnected call per to the relay protocol to do so. Tried contacting customer twice this afternoon but no answer nor was there an answering machine to leave a TTY message. After several attempts to contact the customer, this case is now closed.
28	07/04/07	Customer complained that operators were not typing out entire answering machine messages. Her profile was worded so that that the word "don't" in the second line actually fell directly in front of and below the first line of "type answering machine messages". I apologized for any confusion or inconvenience and told her I would reword the profile to see if it helped. No follow-ups needed.	7/4/2007	It was the customer's wish to include "not to type answering machine messages" in the profile. The profile has been reworded. Customer Service Representative closed this ticket due to the fact that the customer does not want follow up and no operator to coach.
29	06/26/07	CapTel customer contacted the CapTel Customer Service regarding the Carrier of Choice.	06/26/07	Discussed need to register long distance carrier of choice with caller and registered customer accordingly.

30	06/19/07	Voice customer states that this agent was very rude, she just kept talking and would not stop. They don't get a lot of relay calls but the person that answered the phone could not get anywhere with this agent and had to hand the call over to her supervisor who had the same problem and eventually said they were transferring them to the legal department and at that time the agent sighed. Customer spoke to one of the attorneys in the office and he had the same experience recently, could it be the same operator? The supervisor at one time told the agent she had a terrible attitude and the agent was better after that. Call took place 6/19/07, approx 9:30 CST. Apologized, no follow-up requested.	6/19/2007	Agent was spoken to by her Team Leader on the importance of customer service and following the customer requests. Needs to be polite and respectful of the customer. Communication Assistant was also coached on her attitude and the need to be friendly and not sound angry or upset.
31	06/05/07	A MO TTY customer called to report again that she is still not able to place long distance calls via MO relay. The last time this happened was 6/5 at approximately 8 p.m. with 2 different agents. Customer wants a resolution, as this problem has been going on for about three months now. Apologized. Re-opened Trouble Ticket with new information. Follow-up requested.	6/5/2007	After third tries, Relay Program Manager mailed a letter stating that there was a test call through her phone number and that it worked. Relay Program Manager also encouraged the customer to contact if the problem continues.
32	06/01/07	Customer Complaint: Caller reported that the Communication Assistant did not speak clearly when reading the typing so she had to keep asking her to repeat or even to spell the word clearly so she might understand. Instead of speaking more clearly or spelling out the word, Communication Assistant kept stating "operator does not engage in conversation, speak directly to the caller." As a result, the caller believed the customer using relay did not receive the requested information from the business. Customer Service Response: Explained the policy to speak directly to caller, apologized that the Communication Assistant did not speak clearly enough to be understood. I told her the report would be sent to supervisor. No follow up requested.	6/7/2007	Agent # does not belong to this center. No phone number provided , therefore, further investigation is not possible



Missouri FCC Complaint Log 2009

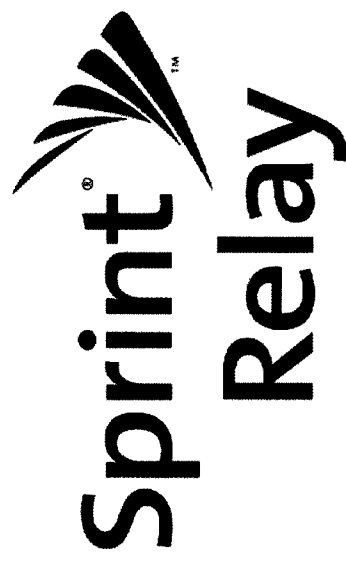
Complaint Tracking for MO (06/01/2008-05/31/2009). Total Customer Contacts: 17

Tally	Date of Complaint.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/08	A MO VCO customer lost their branding. The line does not open up for the operators to hear the customer talking. Relay Customer Service has notes stating the customer is a VCO user and their preferences say VCO. When the call came into the agent's computer, it was in TTY mode. The agent had to open the line manually to hear the customer. Customer Service apologized to the customer and created a trouble ticket.. No follow-up is needed.	06/05/08	The technician branded this individual; by-passing the agent stations. This should give a permanent brand on their number. The issue is now resolved and the customer did not request follow-up.
2	07/17/08	A VCO customer is not receiving Caller ID information via Relay MO. The customer's Local Exchange Carrier, Century Tel's, technician called Relay Customer Service reporting the problem for the customer and providing test call results. The issue was also discussed with the VCO customer, who was advised that a complaint and trouble ticket would be entered regarding the problem. The customer requests contact asap.	07/31/08	The Relay Program Manager contacted the Customer Service Representative to clarification on the resolution before attempting to contact the customer. Several calls to the customer and proved productive, as she reported that her caller id capabilities failed "sometimes". She sometimes got caller id notifications, and other times, nothing. She called her phone company for a check on her caller id system, as there are no reported issues related to the relay system. The customer was advised to get new equipment under the Telephone Equipment Distribution Program (TEDP).
3	07/23/08	A TTY customer states that she gives the MO Relay Voice number (800-735-2466) to hearing voice callers, but it has recently been answering with TTY tones rather than by a voice Relay operator. Relay Customer Service Representative apologized and provided an alternate voice number (866-735-2460). Relay Customer Service Representative branded two of the numbers having difficulty reaching Relay via voice. Follow-up is requested.	07/23/08	The Relay Program Manager contacted the customer via e-mail and stated that her phone numbers been branded, gave her the correct Relay Voice number, and mailed a new Relay MO Booklet.
4	07/29/08	Disconnect/Reconnect during calls	07/29/08	E-mailed the customer information explaining the difference between a CapTel phone and a traditional phone, why disconnection/reconnection might be occurring; and tips to reduce their occurrence. As a result, disconnections have not happened since.
5	08/15/08	Accuracy of captions	08/15/08	The customer shared feedback regarding the accuracy of captions. The CapTel Customer Service Representative apologized for the incident and thanked the customer for the feedback. CapTel Customer Service Representative called customer to follow-up after not getting any reply regarding a CA number, time or date of an unsatisfactory call. We discussed caption quality, which he said has gotten better. CapTel Customer Service Representative explained the difference between live captioning and closed-captioning of pre-recorded TV programs and how errors appear and are corrected on CapTel. Advised customer of documenting the date, time and CA number of any calls with poor captions without corrections, and to contact CapTel Customer Service for investigation.
6	08/21/08	Disconnect/Reconnect during calls	08/21/08	CapTel Customer Service Representative sent the customer information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative also explained to customer why disconnection/reconnection might be occurring and sent an e-mail with tips to reduce their occurrence.

7	08/30/08	A customer is experiencing calls dropping before she can answer and during conversations, also serious garbling issues. The VCO phone involved was checked by a repairman, who said it is a relay issue. Relay Customer Service Representative was unable to speak with customer to go over items to try to fix the garbling. Relay Customer Service Representative apologized for the issues and the caller is aware that someone will contact her.	08/30/08	Relay Customer Service Representative called customer who said there was now very little garbling. She is satisfied with the issue being fixed.
8	09/05/08	A VCO customer was unable to reach her son via Relay MO due to getting a network recording. She was advised that a trouble ticket would be entered & the Relay MO Program Manager would contact her asap to report the technician's findings regarding the problem. The customer requests contact asap.	01/27/09	The consumer did not know how to leave a message using Relay MO. She kept calling Relay MO back to get to the answering machine. The Account Manager advised her how to leave a message using the relay operator. She was very appreciative and said that there are no other problems or concerns.
9	09/11/08	On 9/11/08 at 8:45 AM, the customer states the Communication Assistant did not follow her instructions. The customer explained she called to a business and had requested a specific individual. The Communication Assistant didn't ask for her party. Relay Customer Service Representative apologized and no follow-up was requested.	09/11/08	The Communications Assistant remembered the call and said that they had to redial several times because the line was busy. When they finally got through, the Communication Assistant forgot to ask for the specific person at first, but did so shortly after the person answered the phone. The Communications Assistant said she would be more careful in the future. No customer follow-up was requested.
10	09/11/08	The customer states the Communications Assistant did not follow her instructions at 2:40 PM on 9/10/08. The customer explained she called a business and asked to request a specific individual. The Communications Assistant did not ask for her party. Relay Customer Service Representative apologized. No follow-up was requested.	09/11/08	The complaint was forwarded to the agent's supervisor for follow-up regarding following customer instructions. The Team Leader spoke with the agent, who remembered the call. The customer asked for a specific person, however there was difficulty getting the call to go through. The agent tried the call 3 times with no success, but on the 4th outdial the call connected. The agent stated that she forgot the instructions and was in the processes of asking for the specific person when the customer started typing. The agent apologized and was coached on following instructions.
11	10/14/08	Disconnect/Reconnect during calls	10/14/08	CapTel Customer Service Representative sent the customer information explaining the difference between a CapTel phone and a traditional phone. CapTel Customer Service Representative explained why disconnection/reconnection might be occurring and sent an e-mail with tips to reduce the occurrence. I also advised contacting the telephone company to have the lines checked.
12	10/16/08	A MO voice customer says he is unable to get through via 711 to reach his hearing impaired friend. His number shows up incorrectly on the computers, and it shows up as a long distance call even though it is local. Relay Customer Service Representative apologized for inconvenience. Follow-up was requested.	10/16/08	The customer's profile has been updated and taken care of. The issue is now solved.
13	12/02/08	A VCO customer is unable to call her sister's cell phone through Relay. They get an error message. Relay Customer Service Representative apologized, No follow-up was requested.	12/02/08	The technician used the Control/Shift/T feature while on the call at a position. They were unable to brand this number as a voice number because it shows invalid. Once it is fixed, it needs to be branded voice. The customer did not request follow-up.
14	01/23/09	Technical - General	01/23/09	Telephone carrier made an adjustment in the way this call processed through their network in order to allow successful captioned calls to the consumer's telephone number.

15	02/10/09	The customer dialed into this agent and the agent was non responsive to customer's request to dial. The customer hung up to get another agent as he didn't want to waste time. The customer called 6 times before getting a responsive agent. The complaint was forwarded to the correct center, no follow-up was requested. The complaint was made 2/9/08, but the customer stated this occurred 2/4/09 at around 10:20 PM	02/10/09	Discussed this with the agent. A supervisor has known of the issue. The agent was coached by a Team Leader, who discussed the importance of always following customer instructions and proper call procedures, with particular attention to remaining focused while on a call. The agent understands.
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16	03/24/09	Disconnect/Reconnect during calls	03/24/09	Sent the customer information explaining the difference between a CapTel phone and a traditional phone. Explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce the occurrence.
17	04/27/09	Technical - General	04/27/09	Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance when trying to dial a local or long distance call through the Captioning Service." An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed all is well now



Missouri FCC Complaint Log 2009 - 2010

Complaint Tracking for MO (06/01/2009-05/31/2010). Total Customer Contacts: 9

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/06/09	The Communication Assistant hung up on call with the customer's husband. The customer would not have said bye GA and the husband didn't know whether his wife was on the call or not. The customer wants to know why the operator disconnected the call and would like a follow up. The Customer Service Representative thanked the customer for taking the time to let us know.	06/11/09	The Communication Assistant's Supervisor discussed the call with him. The Communication Assistant vaguely remembers the call and insists the VCO user hung up while they were talking. The Supervisor stressed the importance of never hanging up on a call and the Communication Assistant says he never has and never will.
2	07/06/09	The customer was verbally abusive and making threatening statements regarding the Communication Assistant taking control on their own to disconnect the call. The Customer Service Representative apologized and assured customer that the complaint would be forwarded to appropriate person. The customer would like follow up via email.	07/14/09	The Communication Assistant didn't remember the specific call, but said if he disconnected someone it was because he was following the approved disconnect procedure for no response. The Communication Assistant was coached on the importance of not hanging up on any customer and the consequences of doing so. The supervisor sent a follow up email, as requested, to the customer on 7/14.
3	07/27/09	A MO VCO customer has not been able to make long distance calls through relay, though she has not had trouble in the past. The Customer Service Representative apologized for inconvenience. They checked her long distance information and call type, and it was all correct. The Customer Service Representative opened a trouble ticket. Follow-up has been requested.	07/27/09	The Customer Service Representative changed the customer to sprint on all and placed three long distance test calls from 816 area code to 315 and they all worked. The Customer Service Representative notified the customer that calls are working and the customer was happy.
4	08/07/09	A MO VCO customer has been unable to make LD calls since July 27th, even though her long distance preference has been selected and is visible in customer notes. The Customer Service Representative apologized for the inconvenience and opened a trouble ticket. Follow-up has been requested.	08/07/09	A Customer Service Representative has been waiting to hear back from the customer. They left a voice mail on their answering machine at 3:19 pm on 8/10. The Communication Assistant changed all her notes, branding, etc. to point to AT&T. The Communication Assistant called the customer again to verify with the customer, but still no word from the customer. The Communication Assistant made test calls here using her number. The Communication Assistant got a recording from AT&T asking us to dial 800-645-0005. When the Communication Assistant put her name in, AT&T said that her account has been restricted - she needs to make a payment. The customer is going to have to work this out with AT&T.
5	08/11/09	Accuracy of captions	08/11/09	The customer shared feedback regarding the accuracy of the captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor.
6	08/13/09	MO VCO customer has AT&T as their long distance carrier of choice. The customer tried to dial a long distance number through relay and continues to get a recording that says "Your access to this long distance provider is not verified call 1 800 645 0005". This has been going on for a few weeks now. The customer said she contacted AT&T and they referred her back to us. The Customer Service Representative tried to make the call for the customer and reached that recording as well. A trouble ticket was opened and no follow up is needed.	08/13/09	The technician was unable to duplicate issue with numbers provided. However, the representative was able to test call and the call was completed successfully using AT&T as Carrier of Choice. The customer did not request follow ups.
7	10/16/09	Technical - General	10/16/09	The customer called regarding a call around 2:15 pm in which the captions abruptly stopped. She ended her call and tried again and was able to then complete her call without any interruptions. Investigation identified a technical difficulty at the Communication Assistant workstation that was quickly resolved. The Customer Service Representative confirmed that since the one incident the customer is getting captions successfully. The Customer Service Representative apologized for the inconvenience this may have caused.

8	11/11/09	MO VCO customer complains that she can not reach her book club for the past few days via MO RS. The Customer Service Representative apologized for the problem, tested the number and opened a trouble ticket. The customer wants contact with resolution	11/11/09	The Relay Program Manager sent an email to the technician to confirm the solution to the problem indicated in the ticket status. The Customer Service Representative attempted to contact the customer three times. However, the customer spoke to the Customer Service Representative on Monday, 11/16/09 and did not address any problems so far. The Relay Program Manager also received confirmation from the technician that the problem was cleared while investigating. The case is now closed.
9	12/17/09	A Voice customer complains that the Communication Assistant was very rude. She told the caller that she was not allowed to interrupt her. The Communication Assistant was impatient and when the caller tried to spell a word, the agent snapped, "I know how to spell that!" The Customer Service Representative apologized for the rudeness. Follow up has been requested.	12/17/09	The Communication Assistant was coached on following proper procedures/skills. The Customer Service Representative followed up with the customer and explained what actions were taken and apologized for the situation. The customer was satisfied with the follow up.

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**Missouri FCC
2010 - 2011
Complaint Log**

Complaint Tracking for MO (06/01/2010-05/31/2011). Total Customer Contacts: 16

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/13/10	A customer emailed customer service and stated that during a call to the electric company today between 10 am EST and 10.25 am the communication assistant "abruptly hung up on me right after I asked her to redial the call after it was disconnected " A customer service representative replied to the email and apologized for the inconvenience and told her the report would be sent to the call center supervisor No follow up was requested.	07/13/10	A supervisor discussed the call with the communication assistant The communication assistant does not recall having any technical issues and said she would never disconnect a caller. She is aware of the consequences of intentionally disconnecting
2	07/19/10	The callers had difficulty with disconnect/Reconnect issues during calls.	07/19/10	The customer reported that the audio and captions would cut out on some calls The customer service representative sent the customer information explaining the difference between a CapTel and a traditional phone They explained to the customer why a disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence
3	09/21/10	The phone line does not require "1" when dialing an 800 number	09/21/10	The called said she could not dial out with captions or without the phone requiring an 8 dialing prefix. The customer service representative conducted incoming captioned test calls and programmed the necessary dialing prefix After extensive troubleshooting, the customer service representative arranged for the 1 digit to be removed from the outbound Captioning Service access number since customer's line does not require a 1 This resolved the problem previously noted and the customer was subsequently able to call out with captions on phone
4	09/24/10	A phone representative from another company called to say when her customer calls a private residential number, they are connected to the Relay Missouri center. The customer service representative apologized for inconvenience and tried the number from their desk phone, getting the same result. Follow-up was requested by the customer	09/24/10	The technician test called the number with his cell phone and the PBX at the center. The technician received a "YCCBCAD" using the PBX, and a fast busy signal using his cell phone The technician was unable to duplicate the issue and closed the ticket A Century Link representative called to report that when a customer calls a residential number she reaches a Relay MO communication assistant The representative used her own cell phone to dial and got the same result The same result occurs when the Century Link customer calls from their home phone. This was verified by calling from a desk phone at 11 45 AM and got agent 3229F. The Relay Program Manager followed up on 10/6/10
5	10/04/10	A customer was unable to dial a number via Relay MO due to a fast busy signal heard by the communication assistant The customer can dial it directly via their cell phone and TTY without any problem The customer requests follow-up via email	11/28/10	A technical placed a test call on the test position using the customer's automatic number identification and called the number they were having difficulty with The call was completed successfully, ringing through and did not have a busy signal The technician test the call five times and the call completed each time The technician could not find any trouble logs with the information listed in this ticket Without the trouble logs the technician is unable to determine what may have occurred the problem when the customer attempted to place the call The Relay Program Manager followed up with the customer on 10/6/10 and left a message The customer emailed back stating that she understood and thanked the Relay Program Manager for their time

6	12/06/10	The customer complaint is as follows: "Communication assistant should be ashamed of herself typing and spelling with words all run together My daughter called me long distance and I was so frustrated I hung up on this communication assistant." The customer wants a follow-up contact The supervisor apologized and thanked the customer for taking the time to let us know	12/06/10	The customer service representative spoke with customer to get the correct communication assistant's id The customer appreciated the call and said that he does not need to be followed up with again because he is satisfied after talking to the customer service representative
7	12/07/10	A customer stated that the communication assistant's typing was so bad that they were not able to be read The customer didn't know if it was communication assistant error or a glitch in the system but suggested that someone monitor this communication assistant's calls for a while The customer service representative apologized for the problem and assured the customer that the complaint would be turned in as stated. No call back was requested	12/07/10	The customer service representative spoke with the communication assistant and found out that this issue was due to a garbling/transmission issue. The customer service representative changed this complaint to a technical issue and explained it to the customer
8	12/20/10	There were general technical issues with the service.	12/21/10	The customer reported that she was unable to place captioned calls and saw "Waiting for CapTel operator" The customer service representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter The customer service representative confirmed the customer is now able to make their captioned call successfully without delay.
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11	02/02/11	There were general problems with the service	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
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13	02/03/11	There were general problems with the service.	02/03/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
14	02/16/11	There is a dialing Issue, the phone line does not require a 1 when dialing an 800 number	02/17/11	The customer reported being unable to dial out with captions. The Customer Service Representative found that the customer does not need a 1 when dialing 800 numbers. The Customer Service Representative sent over the wire update to adjust the customer's dialing settings. The Customer Service Representative confirmed this resolved the customer's experience.

15	03/22/11	A Missouri VCO customer dialing the relay operator via 711 or the toll free number received an error message stating "ERROR - LATA OF CALLING PARTY NUMBER AND CALL CENTER ARE SAME, REGIONAL 800 CALL IS NOT ALLOWED" The call was placed at approximately 3pm CT on 3/22/11	03/22/11	The site tech is aware of the issue. The agents have been instructed to continue filling out trouble tickets until the technical error is resolved
16	05/27/11	A customer phone's line was disconnected during a call The call took place this morning at approximately 10.45 AM CT The Customer Service Representative apologized and no follow up was requested	05/27/11	A complaint was made due to a line disconnection during a call The Relay Program Manager apologized to the caller No follow up is needed on this complaint

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**Missouri FCC
2011 - 2012
Complaint Log**